TN T-Mobile Tech for TN Students Program
Frequently asked questions (FAQ)

1) How does a district enroll in the program?

All Tennessee districts are eligible to enroll, including those who participated in Cycle 1 for the 2020-21 school year. Districts need to complete an online application and contract. To start the process, visit the T-Mobile Tech for TN Students webpage for additional information.

2) How will my district receive devices?

After successfully completing the application, contract and account creation processes, the devices will be distributed directly to districts by T-Mobile.

3) How many devices does my district have allocated for the 2021-22 school year?

The number of devices allocated to each district is according to economic factors including amount of Title 1 schools, distressed county designations and National School Lunch Program eligibility rates. Devices will be reserved for each district based on the calculation of this criteria. Additional devices may be available based on actual need of districts across the state.

4) Why isn't my charter school listed on the FY 22 Device Allocations list?

If your charter school is not listed on the FY 22 Device Allocations list, this indicates that you will need to work directly with the district to apply for the T-Mobile program. Please refer to the District Technology Directors Contact List and/or the district school nutrition supervisor. Charter schools listed on the allocations list do not fall within their district's SFA (School Food Authority) and are thus eligible to apply for the program on their own.

5) Does T-Mobile have coverage in my area?

Please refer to the T-Mobile Coverage Map page to see service area and estimated signal strength.

6) Which device models are given to schools as part of this program?

The hotspot device models that are part of this program are either the Franklin T9 or the Alcatel LinkZone 2, based on availability.

7) Do the devices meet CIPA compliance for filtering?

Yes, devices that are part of this program are CIPA compliant for filtering using the TitanHQ WebTitan solution. WebTitan uses Advanced DNS Web Filter With Real-Time Malicious Threat Detection and DNS web categorizations. All devices are automatically enrolled in this protection and it's not possible to change the filtering to a different solution.

8) What are the district's next steps after submitting an application?

A T-Mobile representative will be in contact with the district. Districts will need to be prepared to submit the following items:

- *Tax ID and exemption paperwork for account creation*
- *School's 9-digit EIN if not on tax exempt paperwork (W9 will suffice)*
- *Billing contact information (address, name, email, and phone)*
- *Name, title, and email address for the Authorized Contract Signer*
- *Shipping address for the hotspots (cannot be a P.O. Box)*
- *6 Digit PIN (created by district) to access your newly created account*
- *Collect and send student IDs (T-Mobile representative will provide additional details)*

9) Is there a deadline for districts to submit a program application?

Each district has until Monday, November 1, 2021, to claim its assigned devices for the 2021-2022 school year. After November 1, 2021, unclaimed devices will be reallocated to districts that have requested additional devices for the current school year.